

Report Date: 19 Jun 2014

Summary Report for Individual Task
805C-LF4-3505
Check the Acceptance of Domestic Mail Requiring Special Services
Status: Approved

Distribution Restriction: Approved for public release; distribution is unlimited.

Destruction Notice: None

Foreign Disclosure: FD5 - This product/publication has been reviewed by the product developers in coordination with the Fort Jackson / Soldier Support Institute foreign disclosure authority.

This product is releasable to students from all requesting foreign countries without restrictions.

Condition: While serving as a Military Postal supervisor given several articles of mail, access to the Point of Sale (POS) system or Meter/Scale, standard PS Forms, Labels and charts, the Domestic Mail Manual (DMM) and the DoD 4525.6-M (Postal Manual).

Standard: Check the Acceptance of Domestic Mail Requiring Special Services ensuring each article accepted for mailing is mailed by an authorized MPS customer, the package contains mailable contents, the correct amount of postage is applied, and all forms and endorsements are completed without errors.

Special Condition: None

Safety Risk: Low

MOPP 4:

| Task Statements |
|-----------------|
|-----------------|

Cue: None

DANGER

None

WARNING

None

CAUTION

None

Remarks: All required references, forms, technical manuals and equipment will be provided by the local Command.

Notes: None

Performance Steps

1. Ensure the window clerk verifies that customer is an authorized user of the Military Post Office (MPO).
 - a. Ensure the window clerk checks customer's military identification card.
 - b. Ensure the window clerk checks customer's military dependent identification card.
 - c. Ensure the window clerk checks customer's DoD civilian contractor identification card.
 - d. Ensure the window clerk checks customer's military retiree identification card.
2. Ensure the window clerk determines if letter or parcel received from customer is mailable according to its:
 - a. Contents.
 - (1) Ensure the window clerk verifies that the customer uses the correct custom form.
 - (a) Mail addressed to any military post office weighing over 16 ounces must bear USPS Form 2976 (Customs-CN22).
 - (b) Mail addressed to certain military post offices overseas requires that USPS Form 2976-A (Customs Declaration and Dispatch Note) be completed.
 - (2) Ensure the window clerk reviews the customer's custom form for the list of contents and check those contents against the Domestic Mail Manual, DoD Postal Manual 4525.6M, and USPS Publication 52 for mailability.
 - (a) Ensure the window clerk verifies that the customer has signed and dated the customs form.
 - (b) Ensure the window clerk verifies that the customer has checked one of the following blocks: gift, merchandise, or fragile.
 - (c) Ensure the window clerk detaches and retains white portion of USPS Form 2976 in post records for 30 days after mailing.
 - (d) Ensure the window clerk detaches and retains the fourth copy of USPS Form 2976-A in post office records for 30 days after mailing.
 - (e) Ensure the window clerk encloses the three remaining pages of the USPS Form 2976-A into USPS Envelope 2976-E (Customs Declaration and Dispatch Envelope), and attaches on the outside of the article.
 - b. Size and weight.
 - (1) Express Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Maximum length and girth of 108 inches.
 - (2) First Class Mail.
 - (a) Weighs 13 ounces or less.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum of 6 1/8 inches by 11 1/2 inches.

(3) Priority Mail.

(a) Articles weighing over 13 ounces and a maximum of 70 pounds.

(b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 108 inches.

(4) Parcel Post Mail.

(a) Maximum weight of 70 pounds.

(b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 130 inches.

(c) Articles with a length and girth combined greater than 108 inches are considered oversized.

(5) Media Mail and Library Mail.

(a) Maximum weight of 70 pounds.

(b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 108 inches.

(6) Parcel Air Lift (PAL) Mail.

(a) Maximum weight of 30 pounds.

(b) Minimum length and girth combined 3 1/2 inches by 5 inches, and a maximum length and girth of 60 inches.

c. Acceptable containers for wrapping and packing.

(1) Paperboard boxes may be used for easy and average loads up to 10 pounds.

(2) Metal-stayed paperboard boxes may be used for easy and average loads up to 20 pounds.

(3) Solid and corrugated fiberboard boxes may be used according to the limits as specified to the chart in C010.3.3 of the Domestic Mail Manual, unless otherwise specified.

(4) Wood, metal, or plastic boxes may be used for all types of loads, assuming adequate construction.

(5) The size of the box must be adequate to contain the items and provide enough space for cushioning material.

(6) Good, rigid, used boxes with all flaps intact are acceptable. Any and all shipping labels must be removed from the box.

d. Proper addressing.

(1) Envelopes must have a return address and a to address in order for the item to be accepted for mailing. Return address must be in the upper left hand corner of the envelope and must contain the mailers grade, full name; including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).

(2) To address must be centered on the lower right hand side of the article. It must include the persons name, post office box number or street address, and the city, state, and zip code.

3. Ensure the window clerk determines the special service available for the customer's letter or parcel.

a. Certified Mail.

(1) Only available for First Class and Priority Mail.

(2) Ensure the window clerk completes the customer receipt portion of PS Form 3800, Receipt for Certified Mail and inserts the following information:

(a) City, State, and Zip Code where article is being mailed to.

(b) The amount of postage that it will cost to mail the article.

(c) The Certified mailing fee.

(d) Restricted delivery fee, only if option is chosen by the customer, and the article qualifies for the service.

(e) Return Receipt for Domestic Mail fee, only if option is chosen by the customer.

(f) Total amount for postage and fees paid by the customer.

(g) Date the Receipt for Certified Mail with the All Purpose Date Stamp (APDS).

(3) Ensure the window clerk places the article number portion of the Receipt for Certified mail centered to the right of the return address, and above the mailing address.

b. Registered Mail.

(1) Only available for First Class and Priority Mail.

(2) Customer will complete the To and From sections on PS Form 3806, Receipt for Registered Mail.

(3) Ensure the window clerk completes the top portion of PS Form 3806, Receipt for Registered Mail, and inserts the following information:

(a) The amount of postage that it will cost to mail the article.

(b) The Registered mail fee; fee is based on whether the article is being sent with or without insurance. If it is being sent with insurance, then the fee is also based on the declared value of the article.

(c) Restricted delivery fee, only if option is chosen by the customer, and the article qualifies for the service.

(d) Return Receipt for Domestic Mail fee, only if option is chosen by the customer.

(e) Special Handling fee, only if the article requires this service.

(f) The article number that is on the USPS Label 200 the clerk uses.

(g) The article's value.

(h) Ensure the window clerk checks the "without insurance" block for articles that have no dollar value.

(i) Date the form using the APDS on the original and duplicate copies.

(4) Ensure the clerk places the USPS Label 200 centered to the right of the return address and above the mailing address.

c. Numbered Insured Mail.

(1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.

(2) Ensure the window clerk completes PS Form 3813-P, Receipt for Insured Domestic and International Mail, for articles that have a declared value of \$50.01 up \$5,000.00, and inserts the following information:

(a) City, State, and Zip code where the article is being mailed.

(b) The amount of postage that it will cost to mail the article.

(c) The insurance fee for numbered insured mail; fee is based on the declared value of the article.

(d) The return receipt fee, if this service is chosen by the customer.

(e) The declared value of the article.

(f) The restricted delivery fee, if this service is chosen by the customer.

(g) The total amount of money that the customer owes for postage and fees for the article.

(h) Date the form using the APDS.

(3) Ensure the window clerk places the article number portion of the Receipt for Insured Domestic and International Mail centered to the right of the return address, and above the mailing address.

d. Unnumbered Insured Mail.

(1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.

(2) Ensure the window clerk completes PS Form 3813, Receipt for Insured Mail, for articles that have a declared value of \$00.01 up \$50.00, and inserts the following information:

(a) City, State, and Zip code where the article is being mailed on the front of the form.

(b) Name and complete address of where the article is being mailed to on the reverse side of the form.

(c) The amount of postage that it will cost to mail the article.

(d) The insurance fee for unnumbered insured mail.

(e) The declared value of the article.

(f) The total amount of money that the customer owes for postage and fees for the article.

(g) Date the form using the APDS.

(h) Check the box that corresponds to the contents of the package: Fragile, Gift, or Merchandise.

(3) Return Receipts for Domestic Mail, Special Handling, and Restricted delivery are not available for unnumbered insured mail.

(4) Ensure the window clerk places the elliptical stamp endorsement centered to the right of the return address and above the mailing address.

e. Return Receipt for Merchandise.

(1) Available for First Class, Priority, Parcel Post, and PAL.

(2) Ensure the window clerk completes PS Form 3804, Return Receipt for Merchandise and inserts the following information:

(a) City, State, and Zip Code where article was mailed to.

(b) The amount of postage that it will cost to mail the article.

(c) The return receipt for merchandise fee.

(d) Special handling fee, only if this option is chosen by the customer.

(e) The total amount of money required for postage and fees to mail the article.

(f) Ensure the window clerk checks either yes or no for waiver of signature when the article is delivered.

(g) Date the form using the APDS.

(3) The customer must complete the section of the form that requires the name and address where article is being mailed.

(4) Ensure the window clerk writes the article number on the Return Receipt.

(5) The customer will complete the rest of the Return Receipt.

(6) Return Receipt for Merchandise articles may be insured for a maximum of \$50.00.

(7) Ensure the window clerk places the article number portion of the Return Receipt for Merchandise centered to the right of the return address, and above the mailing address.

f. Return Receipt for Domestic Mail.

(1) PS Form 3811, Return Receipt for Domestic Mail is available for Express Mail, and when used in conjunction with Certified, Numbered Insured, and Registered Mail special services.

(2) The customer must complete the from address on the reverse side of the form, and the to address on the front of the form.

(3) Ensure the window clerk inserts the article number on the return receipt and then checks the block that corresponds to the special service that is being used.

(4) Ensure the window clerk attaches the return receipt to the article on either the front or reverse of the article, depending on the space available for attachment.

(5) Ensure the window clerk endorses the article Return Receipt Requested centered to the right of the return address and above the mailing address.

g. Return Receipt After Mailing.

(1) PS Form 3811-A, (Return Receipt for Domestic Mail After Mailing), is available for Express Mail, and when used in conjunction with Certified, Numbered Insured, and Registered Mail special services.

(2) Customers have 90 days after mailing Express Mail to request a delivery record.

(3) Customers have 2 years to request a delivery record for Certified, Numbered Insured, and Registered Mail.

(4) For articles that were mailed to Army Post Office/Fleet Post Office (APO/FPO), Puerto Rico, Virgin Islands, or any other U.S. Territories or possessions, PS Form 3811-A should be forwarded to the office of delivery.

(5) For articles that were addressed to any continental U.S. domestic address, PS Form 3811-A can be sent to any post office.

h. Certificate of Mailing.

(1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.

(2) Customer must complete the to and from section of PS Form 3817, Certificate of Mailing.

(3) Ensure the window clerk attaches the appropriate postage stamps or postage meter tape to cover the cost of the certificate of mailing fee.

i. Special Handling.

(1) Available for First Class and Priority Mail.

(2) Articles that are being mailed at the Parcel Post class of mail, with a request to be sent special handling, must be sent as Parcel Airlift Mail (PAL).

(3) Special Handling provides special treatment of mail when it is being transported to its address of delivery, but does not provide special delivery treatment.

j. Restricted Delivery.

(1) Available only in conjunction with one of the following special services: Certified, Numbered Insured, or Registered Mail.

(2) Article must be addressed to a person by name, and not to an organization.

4. Ensure the window clerk processes an accepted article of mail (letter or parcel) using manual methods.

a. Ensure the window clerk measures and weighs the accepted article of mail to ensure that it meets size and weight standards for domestic mail.

b. Ensure the window clerk identifies the appropriate zone for article of mail using the USPS Zone chart.

c. Ensure the window clerk computes the correct postage for the accepted article of mail using USPS Notice 123.

(1) Articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage.

(2) Articles being sent Parcel Post Mail and exceeding one of the following a length of 34 inches, a height of 17 inches , or a width of 17; the mailing box is made of wood; books weighing more than 25 pounds; or a tube, is liable for an additional mailing surcharge.

(3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage.

d. Ensure the window clerk verifies that the requested special service is available to the class of mail.

(1) Ensure the window clerk completes the appropriate form for the selected special service.

(2) Ensure the window clerk places the special service article label or endorsement on the letter or parcel.

(3) Ensure the window clerk adds the special service fee to the postage and computes the total owed for both the postage and fee(s).

e. Ensure the window clerk cancels the postage stamps on the package using the appropriate canceling device.

5. Ensure the window clerk processes an accepted article of mail (letter or parcel) using an Point of Sale (POS).

a. Ensure the window clerk measures and weighs package to ensure that package meets size and weight standards for domestic mail.

b. Ensure the window clerk presses the class of mail key that corresponds to the customer's mailing instructions.

(1) Express Mail.

(2) First Class Mail.

(3) Priority Mail.

(4) Parcel Post Mail.

(5) Media Mail.

(6) Library Mail.

c. After selecting the appropriate class of mail key, ensure the window clerk inputs the destination zip code for the article. The POS will select the correct zone.

d. After entering the destination zip code, the POS will automatically calculate the postage.

(1) Articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage. Ensure the window clerk charges the 15 pound rate by pressing the oversize surcharge key and selecting option number 2.

(2) Articles being sent Parcel Post Mail and exceeding one of the following: a length of 34 inches, a height of 17 inches , or a width of 17 inches; the mailing box is made of wood; books weighing more than 25 pounds; or a tube, are liable for an additional non machinable mailing surcharge. Ensure the window clerk charges the non machinable surcharge by pressing the oversize surcharge key and selecting option number 4.

(3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage. Ensure the window clerk charges the oversize rate of postage by pressing the oversize surcharge key and selecting option number 3.

e. Ensure the window clerk verifies that the requested special service is available for the class of mail.

(1) Ensure the window clerk completes the appropriate form for the selected special service.

(2) To add the special service fee to the postage, ensure the window clerk selects the corresponding key on the POS keyboard.

(a) When certified mail is selected, the POS will automatically add the correct fee to the postage.

(b) When Insured mail is selected, the POS will display the insured mail screen and ask for the actual value of the article.

(c) When registered mail is selected, the POS will display the insured mail screen and ask for the actual value of the article.

(3) Ensure the window clerk places the special service article label or endorsement on the letter or parcel.

f. Ensure the window clerk affixes the correct postage on the article for mailing.

(1) Postage Stamps.

(a) Customers can purchase individual postage stamps for the mailing fee.

(b) Ensure the window clerk affixes the postage stamps in the upper right hand corner of the address side of the article and cancels them with the hand canceling rubber stamp.

(2) Postage Validation Imprinter (PVI) Postage Meter Tape.

(a) Ensure the window clerk prints a PVI postage meter tape by pressing the PO/METER key. The imprinter will automatically print the correct postage meter tape.

(b) Ensure the window clerk affixes the PVI postage meter tape in the upper right hand corner of the address side of the article.

(c) PVI postage meter tapes are not required to be canceled.

(3) Postage Meter Machine Postage Meter Tape.

(a) Ensure the window clerk prints a Postage Meter Machine postage meter tape by adjusting the dollar amount levers on the postage meter head to the correct postage, and then by pressing the print lever on the postage meter base.

(b) Ensure the window clerk affixes the Postage Meter Machine postage meter tape in the upper right hand corner of the address side of the article.

(c) Postage Meter Machine postage meter tapes are not required to be canceled.

6. Ensure the window clerk endorses the accepted article of mail using the correct class rubber stamp(s) or label(s).

a. Express Mail.

(1) Customer must fill out a PO to Addressee Express mail label, Label 11-B. Ensure the window clerk then enters the amount of postage required in the postage and total blocks of the label. Ensure the window clerk then places the label on the article and gives the customer the second copy of the 11-B and forwards the third copy to the appropriate Express Mail Data Collection Office.

(2) Ensure the window clerk also places Label 86 - Military Express Mail Service on the article.

b. First Class Mail. Endorsement must be centered to the right of the return address and above the mailing address.

c. Priority Mail.

(1) Endorsement must be centered to the right of the return address and above the mailing address.

(2) Ensure the window clerk stamps the endorsement for Priority Mail using the hand stamp or the Label 107, Priority Mail sticker.

d. Parcel Post Mail, Media Mail, and Library Mail. Endorsement must be centered to the right of the return address and above the mailing address.

7. Ensure the window clerk collects the correct amount of money owed for postage by the customer.

a. If necessary, ensure the window clerk gives the customer correct amount of change due back.

b. Ensure the window clerk gives the customer a receipt for the transaction.

8. Make on-the-spot corrections for any errors or incorrect procedures made by the window clerk.

(Asterisks indicates a leader performance step.)

Evaluation Guidance: Score the Soldier GO if all performance measures are passed (P). Score the Soldier NO GO if any performance measure is failed (F). If the Soldier scores NO GO, show the Soldier what was done wrong and how to do it correctly.

Evaluation Preparation: Setup: Test this task in conjunction with other postal tasks. Ensure that all necessary postal supplies and equipment are available. Brief Soldier: Tell the Soldier to Check the Acceptance of Domestic Mail Requiring Special Services.

| PERFORMANCE MEASURES | GO | NO-GO | N/A |
|--|----|-------|-----|
| 1. Ensured the window clerk verified that customer was an authorized user of the MPO. | | | |
| 2. Ensured the window clerk determined if letter or parcel received from customer was mailable. | | | |
| 3. Ensured the window clerk determined the special service available for the customer's letter or parcel. | | | |
| 4. Ensured the window clerk processed an accepted article of mail (letter or parcel) using manual methods. | | | |
| 5. Ensured the window clerk processed an accepted article of mail (letter or parcel) using an POS. | | | |
| 6. Ensured the window clerk endorsed the accepted article of mail using the correct class rubber stamp(s) or label(s). | | | |
| 7. Ensured the window clerk collected the correct amount of money required for postage from the customer. | | | |
| 8. Made on-the-spot corrections for any errors or incorrect procedures made by the window clerk. | | | |

Supporting Reference(s):

| Step Number | Reference ID | Reference Name | Required | Primary |
|-------------|--------------------------|---|----------|---------|
| 1. | DMM | Domestic Mail Manual | Yes | No |
| 1. | DOD 4525.6-M | DoD Postal Manual | Yes | No |
| 2. | DMM | Domestic Mail Manual | Yes | No |
| 3. | DMM | Domestic Mail Manual | Yes | No |
| 3. | USPS FORM 3800 | Receipt for Certified Mail | Yes | No |
| 3. | USPS FORM 3811 | Domestic Return Receipt | Yes | No |
| 3. | USPS FORM 3813 | Receipt for Domestic Insured Parcel | Yes | No |
| 3. | USPS FORM 3813-P | Receipt for Insured Mail Domestic International | Yes | No |
| 3. | USPS FORM 3817 | Certificate of Mailing | Yes | No |
| 3. | USPS LAB107 | Priority Mail Sticker | Yes | No |
| 3. | USPS LAB11B | Express Mail Post Office to Addressee Service | Yes | No |
| 3. | USPS LAB86 | Express Mail--Military Service | Yes | No |
| 4. | DMM | Domestic Mail Manual | Yes | No |
| 4. | USPS NOT123 | Ratefold | Yes | No |
| 4. | USPS OFFICIAL ZONE CHART | USPS Official Zone Chart | Yes | No |
| 5. | DMM | Domestic Mail Manual | Yes | No |
| 6. | DMM | Domestic Mail Manual | Yes | No |
| 6. | USPS FORM 3800 | Receipt for Certified Mail | Yes | No |
| 6. | USPS FORM 3811 | Domestic Return Receipt | Yes | No |
| 6. | USPS FORM 3813 | Receipt for Domestic Insured Parcel | Yes | No |
| 6. | USPS FORM 3813-P | Receipt for Insured Mail Domestic International | Yes | No |
| 6. | USPS FORM 3817 | Certificate of Mailing | Yes | No |
| 6. | USPS LAB107 | Priority Mail Sticker | Yes | No |
| 6. | USPS LAB11B | Express Mail Post Office to Addressee Service | Yes | No |
| 6. | USPS LAB86 | Express Mail--Military Service | Yes | No |
| 7. | DMM | Domestic Mail Manual | Yes | No |
| 8. | DMM | Domestic Mail Manual | Yes | No |
| 8. | DOD 4525.6-M | DoD Postal Manual | Yes | No |
| 8. | USPS OFFICIAL ZONE CHART | USPS Official Zone Chart | Yes | No |

Environment: Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert to ways to protect our environment during training and missions. In doing so, you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects. Refer to FM 3-34.5 Environmental Considerations and GTA 05-08-002 ENVIRONMENTAL-RELATED RISK ASSESSMENT. Environmental protection is not just the law but the right thing to do. It is a continual process and starts with deliberate planning. Always be alert of ways to protect our environment during training and missions. In doing so you will contribute to the sustainment of our training resources while protecting people and the environment from harmful effects.

Safety: In a training environment, leaders must perform a risk assessment in accordance with ATP 5-19, Risk Management. Leaders will complete the current Deliberate Risk Assessment Worksheet in accordance with the TRADOC Safety Officer during the planning and completion of each task and sub-task by assessing mission, enemy, terrain and weather, troops and support available-time available and civil considerations, (METT-TC). Note: During MOPP training, leaders must ensure personnel are monitored for potential heat injury. Local policies and procedures must be followed during times of increased heat category in order to avoid heat related injury. Consider the MOPP work/rest cycles and water replacement guidelines IAW FM 3-11.4, Multiservice Tactics, Techniques, and Procedures for Nuclear, Biological,

and Chemical (NBC) Protection, FM 3-11.5, Multiservice Tactics, Techniques, and Procedures for Chemical, Biological, Radiological, and Nuclear Decontamination. Everyone is responsible for safety. A thorough risk assessment must be completed prior to every mission or operation.

Prerequisite Individual Tasks :

| Task Number | Title | Proponent | Status |
|---------------|---|--------------------------------------|----------|
| 805C-LF5-1205 | Accept Domestic Mail Requiring Special Services | 805C - Adjutant General (Individual) | Approved |

Supporting Individual Tasks : None

Supported Individual Tasks : None

Supported Collective Tasks : None

ICTL Data :

| ICTL Title | Personnel Type | MOS Data |
|----------------------------|----------------|--|
| ASI F4 - Postal Supervisor | Enlisted | MOS: 42A, Skill Level: SL3, ASI: F4, Duty Pos: UJZ |